

Claims

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Claim 80. (New) A method for generating in real-time a workflow route from predefined work-flow sub-routes comprising:

defining and storing a set of local sub-routes in a sub-route library wherein each local sub-route comprises a sequence of nodes to perform locally a customer request;

defining a composite route comprising an initial node and a final node;

wherein the initial node is an adaptive node assigned to a key user and provides a sub-route selection function;

executing the composite route in the workflow starting at the initial node, the adaptive node wherein the key user selects an appropriate local sub-route from the sub-route library using the sub-route selection function to process the customer request;

the adaptive node automatically modifies the composite route in response to the key user's selection by inserting a copy of the selected local sub-route into the composite route and connecting the end of the selected local sub-route the final node of the composite route;

executing the selected local sub-route until the composite route's final node is performed.

Claim 81 (New) The method of Claim 80, wherein the adaptive node provides a multiple local sub-route selection function such that the selected multiple local sub-routes are inserted in the composite route and executed in parallel.

Claim 82 (New) The method of Claim 80, wherein the adaptive node provides a multiple local sub-route selection function such that the selected multiple local sub-routes are inserted in the composite route and executed in parallel and the final node provides a join function, including an "and join", an "or join", a "majority join", a "weighted join"; wherein the composite route completes when: all local sub-routes complete for an "and join"; a first local sub-route completes for an "or join"; a majority of sub-routes complete for a "majority join"; and for a "weighted join", each of the selected local sub-routes are assigned a weight, a positive or negative number, such that the composite route completes when the sum of the weights of completed local sub-routes exceeds a predetermined value.

Claim 83 (New) The method of Claim 80, wherein a set of local users are defined and the adaptive node provides a user selection function from the set of local users to specify a user for a node in the selected local sub-route.

Claim 84. (New) The method of Claim 80, wherein a set of local users are defined by selecting users from a set of users where the selection criteria includes the composite route, site, user role, the selected local sub-route and local sub-route node, user organization level; and the adaptive node provides a user selection function from the set of local users to specify a user for a node in the selected local sub-route.

Claim 85 (New) The method of Claim 80, wherein the set of local sub-routes is selected from the sub-route library where the selection criteria includes the composite route, customer request, site, local sub-route function, and user organization level.

Claim 86 (New) The method of Claim 80, wherein the selected local sub-route includes an adaptive node.

Claim 87 (New) The method of Claim 80, wherein the adaptive node provides a local sub-route modification function such that the selected sub-route is modified and stored in the sub-route library.

Claim 88 (New) The method of Claim 80, wherein the adaptive node provides a sub-route assignment to an external event, including a button on a screen, for a node in the selected local sub-route such that when the external event is activated, including a user pushing the button, the assigned sub-route is inserted and activated.

Claim 89 (New) A method for generating in real-time a workflow route from predefined work-flow sub-routes comprising:

defining and storing a set of local sub-routes in a sub-route library wherein each local sub-route comprises a sequence of nodes to perform locally a customer request;

defining and storing a set of local users wherein each local user can be assigned a node in a selected local sub-route to perform locally a customer request;

defining a composite route comprising an initial node and a final node;

wherein the initial node is an adaptive node assigned to a key user and

provides a sub-route selection function and user selection function;

executing the composite route in the workflow beginning with the initial node, the adaptive node wherein the key user selects an appropriate local sub-route from the sub-route library using the sub-route selection function and a local user for a node in the selected sub-route using the user selection function to process the customer request;

the adaptive node automatically modifies the composite route in response to the key user's selections by inserting a copy of the selected local sub-route into the composite route, assigning the selected user to the node in the selected local sub-route,

and connecting the end of the selected local sub-route the final node of the composite route;

executing the selected local sub-route until the composite route's final node is performed.

Claim 90 (New) The method of Claim 89, wherein the adaptive node provides a multiple local sub-route selection function such that the selected multiple local sub-routes are inserted in the composite route and executed in parallel and the final node provides a join function, including an "and join", an "or join", a "majority join", a "weighted join"; wherein the composite route completes when: all local sub-routes complete for an "and join"; a first local sub-route completes for an "or join"; a majority of sub-routes complete for a "majority join"; and for a "weighted join", each of the selected local sub-routes are assigned a weight, a positive or negative number, such that the composite route completes when the sum of the weights of completed local sub-routes exceeds a predetermined value.

Claim 91 (New) The method of Claim 89, wherein a set of local users are defined by selecting from a set of users where the selection criteria includes the composite route, site, user role, the selected local sub-route and local sub-route node, user organization level; and the adaptive node provides a user selection function from the set of local users to specify a user for a node in the selected local sub-route.

Claim 92 (New) The method of Claim 89, wherein the set of local sub-routes is selected from the sub-route library where the selection criteria includes the composite route, customer request, site, local sub-route function, and user organization level.

Claim 93 (New) The method of Claim 89, wherein the selected local sub-route includes an adaptive node.

Claim 94 (New) The method of Claim 89, wherein the adaptive node provides a local sub-route modification function such that the selected sub-route is modified and stored in the sub-route library.

Claim 95 (New) A method for generating in real-time a workflow route from predefined work-flow sub-routes comprising:

defining and storing a set of local sub-routes in a sub-route library wherein at least one local sub-route comprises a first adaptive node that provides a sub-route selection function and a user selection function and a final node;

defining and storing a set of local users wherein each local user can be assigned a node in a selected local sub-route to perform locally a customer request;

defining a composite route comprising an initial node and a final node;

wherein the initial node is a second adaptive node assigned to a key user and provides a sub-route selection function;

executing the composite route in the workflow beginning with the composite route's initial node, the adaptive node wherein the key user selects an appropriate second local sub-route from the sub-route library using the sub-route selection function to process the customer request;

the second adaptive node automatically modifies the composite route in response to the key user's selections by inserting a copy of the selected second local sub-route into the composite route and connecting the end of the selected second local sub-route the final node of the composite route;

executing the selected second local sub-route where the user of the first adaptive node selects an appropriate first local sub-route from the sub-route library using the sub-route selection function and a user for a node in the selected first local sub-route using the user selection function to process the customer request;

the first adaptive node automatically modifies the second sub-route in response to the user's selections by inserting a copy of the selected first local sub-route into the second local sub-route, assigning the selected user to the node in the selected first local sub-route, and connecting the end of the selected first local sub-route the final node of the second local sub-route;

executing the first sub-route until the composite route's final node is performed.

Claim 96 (New) The method of Claim 95, wherein the adaptive node provides a multiple local sub-route selection function such that the selected multiple local sub-routes are inserted in the composite route and executed in parallel and the final node provides a join function, including an "and join", an "or join", a "majority join", a "weighted join"; wherein the composite route completes when: all local sub-routes complete for an "and join"; a first local sub-route completes for an "or join"; a majority of sub-routes complete for a "majority join"; and for a "weighted join", each of the selected local sub-routes are assigned a weight, a positive or negative number, such that the composite route completes when the sum of the weights of completed local sub-routes exceeds a predetermined value.

Claim 97. (New) The method of Claim 95, wherein a set of local users are defined by selecting from a set of users where the selection criteria includes the composite route, site, user role, the selected local sub-route and local sub-route node, user organization

level; and the adaptive node provides a user selection function from the set of local users to specify a user for a node in the selected local sub-route.

Claim 98 (New) The method of Claim 95, wherein the set of local sub-routes is selected from the sub-route library where the selection criteria includes the composite route, customer request, site, local sub-route function, and user organization level.

Claim 99 (New) The method of Claim 95, wherein the adaptive node provides a local sub-route modification function such that the selected sub-route is modified and stored in the sub-route library.